

Trends in Member Satisfaction - Hoosier Healthwise

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members each year.

The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance (NCQA).

One survey instrument is specific to children and another survey instrument is specific to adults.

What is asked on the survey?

What was the member's feedback about the MCE on these questions?

Anthem				CareSource		MDwise				MHS			
CY 2016	CY 2017	CY 2018	CY 2019	CY 2018	CY 2019	CY 2016	CY 2017	CY 2018	CY 2019	CY 2016	CY 2017	CY 2018	CY 2019

Composite Ratings

Members are asked to give a rating of 1 to 10 on the survey (10 is best).

The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.

	Survey of children's Parents and Teenagers																
Rating of the MCE	88.6%	86.3%	86.1%	88.6%		72.0%	84.1%		86.6%	86.6%	86.5%	83.3%		86.0%	87.5%	89.9%	88.5%
Rating of their own health care	87.4%	87.4%	86.7%	88.4%		80.6%	87.2%		88.1%	87.2%	89.6%	86.1%		87.6%	84.4%	87.6%	89.4%
Rating of their personal doctor	87.2%	88.2%	87.9%	87.9%		85.3%	87.9%		86.8%	88.6%	92.1%	88.8%		88.3%	87.5%	89.8%	89.7%
Rating of specialist seen most often	84.3%	82.8%	83.5%	88.0%		83.7%	84.0%		83.0%	89.4%	85.6%	92.5%		84.7%	84.0%	93.6%	86.8%

	Survey of Adults																
Rating of the MCE	74.0%	77.1%	79.0%	87.26%		71.8%	77.5%		70.5%	82.2%	76.5%	75.6%		75.4%	79.1%	78.6%	82.0%
Rating of their own health care	74.9%	79.7%	78.9%	87.68%		80.8%	83.9%		74.9%	81.6%	77.8%	79.8%		78.2%	85.7%	81.5%	82.5%
Rating of their personal doctor	78.9%	82.0%	86.6%	87.28%		78.1%	88.4%		82.8%	80.1%	80.5%	86.5%		85.8%	86.5%	83.6%	85.8%
Rating of specialist seen most often	79.8%	87.4%	92.7%	88.97%		88.3%	80.0%		82.5%	81.7%	79.1%	87.5%		87.1%	80.3%	81.8%	91.8%

Composite Scores on Key Measures

For each question, members can answer "Always", "Usually", "Sometimes" or "Never".

The percentages below are when members responded "Always" or "Usually".

Survey of Children's Parents and Teenagers																	
MCE Customer Service	90.3%	90.4%	87.8%	84.8%		87.4%	91.0%		88.5%	90.1%	87.4%	87.7%		88.4%	87.9%	90.8%	88.8%
Getting Needed Care	86.1%	85.0%	83.2%	83.7%		80.7%	84.4%		87.1%	87.0%	82.6%	84.2%		84.9%	88.0%	88.5%	88.4%
Getting Care Quickly	90.9%	89.1%	90.0%	90.9%		85.9%	88.7%		92.3%	89.7%	89.9%	92.2%		91.2%	88.9%	90.6%	92.8%
How Well Doctors Communicate	95.3%	94.3%	91.9%	94.1%		94.2%	93.7%		94.1%	95.6%	94.0%	95.2%		91.7%	95.3%	95.8%	95.6%

	Survey of Adults																
MCE Customer Service	88.5%	88.7%	85.5%	84.39%		90.2%	84.4%		85.2%	85.9%	86.9%	91.6%		86.3%	87.4%	87.2%	95.2%
Getting Needed Care	86.5%	86.2%	92.3%	84.75%		85.2%	82.4%		80.6%	83.1%	83.9%	82.0%		84.2%	83.2%	87.0%	85.9%
Getting Care Quickly	82.3%	84.7%	84.3%	90.90%		85.2%	82.8%		77.7%	81.9%	76.8%	79.2%		78.2%	80.2%	85.0%	83.2%
How Well Doctors Communicate	92.8%	93.6%	95.9%	94.01%		93.4%	94.4%		92.8%	93.0%	93.7%	94.6%		93.6%	95.0%	94.7%	95.5%